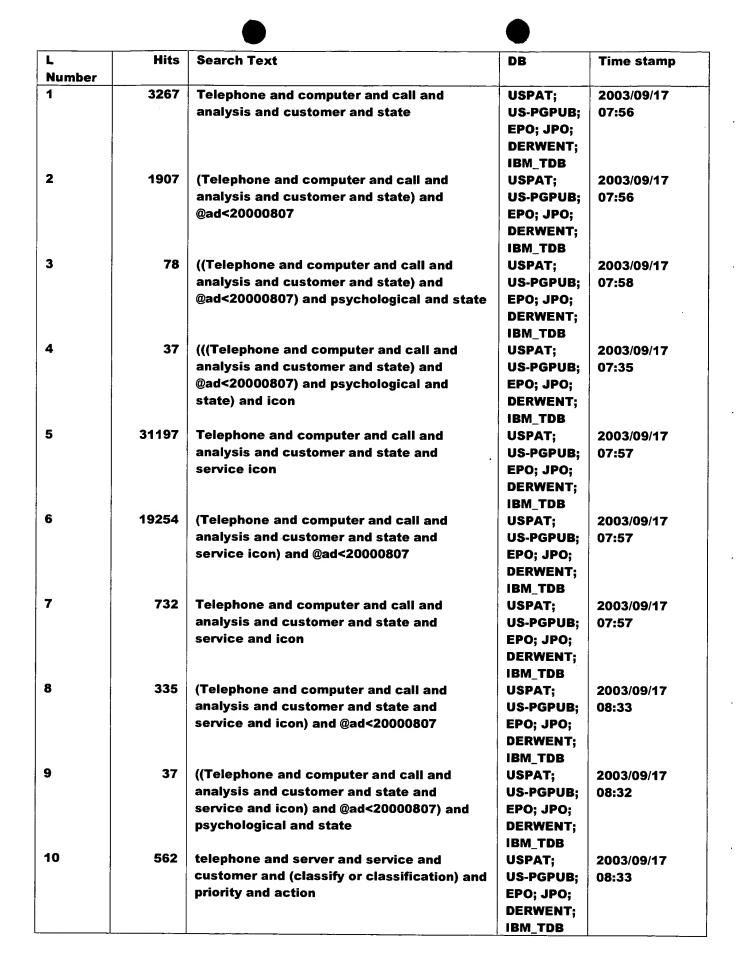
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			DERWENT;	
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		service icon	EPO; JPO;	07107
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7	732	Telephone and computer and call and	USPAT;	2003/09/17
-	. 02	analysis and customer and state and	US-PGPUB;	
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8	335	(Telephone and computer and call and	IBM_TDB	2002/00/4=
-	<b>J J J J</b>		USPAT;	2003/09/17
		analysis and customer and state and	US-PGPUB;	08:33
		service and icon) and @ad<20000807	EPO; JPO;	
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9	37	//Tolonhous and sometimes !	IBM_TDB	
9	37	((Telephone and computer and call and	USPAT;	2003/09/17
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		priority and action	EPO; JPO;	
			DERWENT;	
			IBM_TDB	

11	157	(telephone and server and service and	USPAT;	2003/09/17
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-	0	(Telephone and computer and call and	USPAT;	2003/08/21
		analysis and customer and state) and	US-PGPUB;	14:52
		@ad<20010605	EPO; JPO;	
			DERWENT;	
			IBM TDB	



11	157	(telephone and server and service and customer and (classify or classification) and priority and action) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT;	2003/09/17 10:21
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13	5	"telephone service monitoring" and @ad<20000807	DERWENT; IBM_TDB USPAT; US-PGPUB; EPO; JPO;	2003/09/17 10:29
14	21445	quality and telephone and service	DERWENT; IBM_TDB USPAT; US-PGPUB;	2003/09/17 10:27
15	8980	(quality and telephone and service) and server	EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB;	2003/09/17 10:28
16	761	((quality and telephone and service) and server) and (classification or classify) and	EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB;	2003/09/17 10:29
17	237	priority  (((quality and telephone and service) and server) and (classification or classify) and	EPO; JPO; DERWENT; IBM_TDB USPAT; US-PGPUB;	2003/09/17 10:31
18	218	priority) and @ad<20000807  ((((quality and telephone and service) and	EPO; JPO; DERWENT; IBM_TDB USPAT;	2003/09/17
		server) and (classification or classify) and priority) and @ad<20000807) and management	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	10:36
19	55	(((((quality and telephone and service) and server) and (classification or classify) and priority) and @ad<20000807) and management) and elapsed and wait	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:38
-	0	(Telephone and computer and call and analysis and customer and state) and @ad<20010605	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/21 14:52

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			DERWENT;	
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			DERWENT;	
			IBM_TDB	
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1			US-PGPUB;	14:20
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
5	1140	706/45	USPAT;	2003/09/17
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			IBM_TDB	
6	1024	706/45 and @ad<20000807	USPAT;	2003/09/17
			US-PGPUB;	14:20
			EPO; JPO;	
		•	DERWENT;	
			IBM TDB	